Standards for CA.mail Global Address List and SMTP Addresses

In an enterprise email environment, such as CA.mail, you have the ability to look up large numbers of people, distribution lists, resources, etc. But remember, *your* info is viewable in the GAL by most or all of the state employees as well. In large environments, we must be extremely specific about the identities we create.

Standards for each type of object will make it easier for all people using the GAL to find what they are looking for. Display names are very important. Do NOT "cheat" by starting the object with a special character, space, punctuation, etc.

If there are unusual circumstances that are not covered in this document, please contact the CA.mail group (CAmail@dts.ca.gov) for guidance.

Global Address Book Views

All Statewide Email customers will have only three sub-folders visible in the Global Address List:

- Department
    - o Distribution Lists
    - o Resources
    - o Users

Below are the standards which must be met before a Department can transition to the CA.mail service. If using the Exchange Customer Administration Tool (ECAT) for mailbox account creation, these will be auto-configured - for the most part - from the fields being input by the customer.

Mailbox Creation

Alias (and RF01 Login ID)

DeptFirstLast   examples: DTSNancyHoule
                                                    ABCJasonMcClelland

In the case of a "tie", use

DeptFirstMILast   example: DTSNancyJHoule

In the case of another "tie", use

Dept1FirstLast   example: DTSNHoule

In the case of another "tie", use

Dept2FirstLast   example: DTSNaHoule

Display Name

Mailbox (User)

Last, First@Dept   examples: Smith, John@DTS
                                                    Stribling, Bob@ABC

In the case of a "tie", use

Last, First MiddleInital.@Dept   Smith, John J.@DTS

In the case of another "tie", use

Last, First Middle@Dept   Smith, John Jacob@DTS

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Mailbox (Shared)

MailboxName@Dept   examples: HelpDesk@DTS
ITTeam@CALFED
ChildSupport@PLDCSS

Mailbox (Resource)

Dept Location (as required) ResourceType ResourceName (Conf Rm/Conf Line/Other Resource)

                         examples: DTS Can Conf Rm Alpine
DTS GC Conf Rm Maple
DTS Staff Car 1
DTS Laptop 1
ISAWS Conf Rm 1
CALFED Conf Rm Bay
PLDCSS Conf Line 530-889-7777

Contact

Last, First@Company   examples: Smith, John@Microsoft
Smith, Patty@DHS

Note: Do NOT use the SMTP address as the Display Name.

Pager Contact

Pager: Last, First@Dept   examples: Pager: Smith, John@DTS
Pager: Peterburs, Patricia@DSS

Note: Do NOT use the SMTP address as the Display Name.

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Pager Contact Group

Pager: Group@Dept   examples: Pager: Windows Server Support@DTS
                                                Pager: Printer Operators@DSS

Distribution List

Dept (Location) Div Unit   examples: DSS ADM Mgrs & Sups
                                                DDS All State Employees
                                                OTS All Ops Sups
                                                ISAWS Vendors
                                                CWIB All Sups
                                                DTS Engr Windows Svcs
                                                ABC HQ Legal Unit
                                                ABC Redding Office

*Note: For Distribution Lists, it is advisable to **nest DLs within other DLs** to keep the responsibility for updates at the lowest levels of your organization.*

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SMTP Address

First.Last@department.domain

                            example: John.Smith@edd.ca.gov

In the case of a "tie", use

First.MiddleInitial.Last@department.domain

                            example: John.J.Smith@edd.ca.gov

In the case of another "tie", use

First.Middle.Last@department.domain

                            example: John.Jacob.Smith@edd.ca.gov

*Note: **Additional** SMTP addresses can be added by the Department Email Admins using the Exchange Customer Administration Tool (ECAT).*